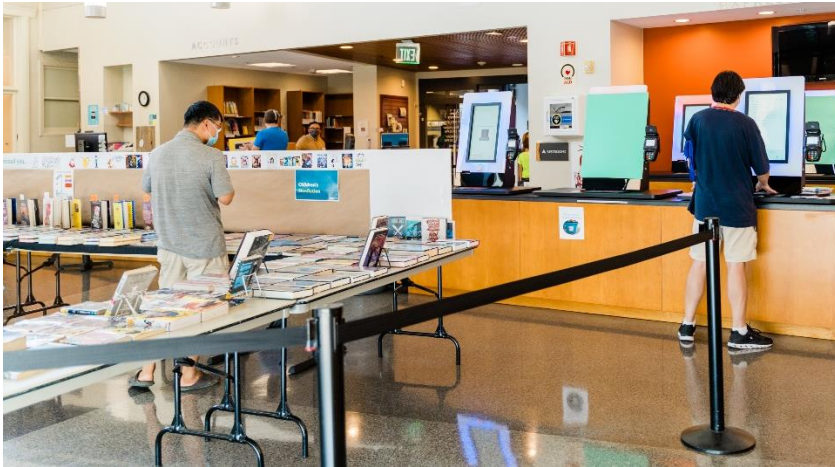


November 2020  
Library Stakeholder Report  
Jennifer Weeks, County Librarian

## Lobby Self-Service Available at all Seven Community Libraries



SCCLD continues to offer safe and timely public services in accordance with Santa Clara County's regulations and the state's [Blueprint for a Safer Economy](#). Currently, all seven community libraries are offering lobby self-service where patrons can enter into the lobby of the library to pick up their holds, browse a limited collection of new books, movies and bestsellers, and use the new self-check machines for contactless service.

Another service that has been appreciated by our patrons is offering grade based and genre focused book bundles. Parents and caregivers can easily pick up additional books for their young readers.

Lobby visits are limited to 10 minutes and do not require an appointment. Visitors are required to follow social distancing guidelines including maintaining 6 ft distance from others, wearing a face covering, and using hand sanitizer made available by the Library District. Lobby hours vary by location and differ from curbside hours. For a complete list, visit [scclld.org/curbside](https://scclld.org/curbside).

## Every Vote Counts

Did you know, SCCLD libraries work closely with the County Registrar of Voters (ROV) as official ballot drop off locations? ROV recognizes that libraries are community hubs and trusted sources of information. In addition, the Milpitas Library and our Service and Support Center located in Campbell provided additional community services as an official voting center from Saturday-Tue, Oct 31-Nov 2.

Just another way our County Libraries continue to go above and beyond.



## Snapshot of Key Services Provided by SCCLD



Since Santa Clara County implemented Shelter-in-Place in March, SCCLD has quickly shifted gears to deliver creative, highly-valued services to our communities in safe, and thoughtful ways. Below are some of the highlights of the various public services we have implemented starting in the timeframe shown below.

Mar-May	Jun-Aug	Sep-Nov
Reference and Account services via phone/chat/email M-Sa		
Virtual programs for all ages M-Sa		
Official cooling center	Official cooling/clean air center	
County Disaster Service Workers/ Contact Tracers		
Website redesign to make digital content/events easily accessible		
Deploy new phone system and laptops for telework		
	Curbside service (drive up, walk up, returns) M-Sa	Lobby service plus curbside service M-Sa
	Free public WiFi in parking lots	
	Career Online High School	
	Official cooling/clean air center	
	Emergency Evacuation Resource Center	
		Computer access M-Sa
		Homework help free tutoring M-Th
		Voter ballot drop off location/SSC Voting center

## October by the Numbers

The Library District continues to serve our patrons in many ways and the numbers show just how much they are enjoying their local library:

- **3,733 curbside appointments:** Our curbside appointments have decreased significantly as our walkup service transitioned into lobby service where no appointments are necessary.
- **286,903 physical items checked out and 286,680 items returned:** We experienced a double-digit increase in items checked out (18%) and returned (19%)
- **73 Virtual Programs = 2,166 Live Views and over 3,749 Total Views:** Our total number of programs increased by 9% in October with an increase of 16% in total views.
- **125,106 eBooks circulated:** Our ebooks continue to be extremely popular as they will disappear automatically from your device on the due date. No trips to the library needed and you can renew online if the item is eligible for renewal.

## Words of Appreciation

In a year that has been wrought with many challenges, in addition to the pandemic, its important to take a moment to listen to words of appreciation from library patrons. Here are a few of our favorites:

"First off just a huge, huge thank you for keeping our family sane with curbside pickup! We use Campbell most often and getting new books every week have been a bright spot in our week...Our family is continuing to be very careful even though things are opening up so I hope that curbside service will still be available for the duration of the pandemic. Again thank you for all you have done and are doing! You are heroes to us."

"I have never experienced the "book bundle" idea before, and saw a sign at Los Altos library advertising it. I just picked one up for my kids, and we just love the surprise of a preselected bundle! I am not sure if this always existed, but it's a great idea to cut down on the overwhelm I feel as a parent trying to choose a few books for the kids. We love being given a pre-chosen bundle! It makes me check out books that I wouldn't have considered. Please keep these going, post-covid too! Thank you!"

**"Kudos!! Top marks!! Your website for dealing with book and CD-music pickups during this covid-19 lockdown deserves top marks. Kudos to all responsible for setting this up. Very good job and thank you!!"**

"...Please tell all at SCCLD how much they are appreciated for ALL they do and are doing both "before" and during this ever changing COVID time. One "take away" of many that we all

are learning is how much we love and appreciate our libraries. As a retired H.S. teacher and life-long lover of libraries it felt so sad to see all libraries shuttered for a time. Happily through careful, clever, dedicated staff they are reopening with adaptive, safe methods to help their patrons utilize libraries as much as is safely possible again. Again many thanks for your responsive, enthusiastic, knowledgeable and cheerful insights and service."